

Development Services Workplan – Progress Chart

I. Business Process Improvements

a. Over-the-Counter Permits	2014	2015				2016			
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
	<ul style="list-style-type: none"> Increased types of projects that can be reviewed by this process, which has reduced demand on Express Plan Review Working on increasing kinds of additional projects that can be served by over-the-counter 	<ul style="list-style-type: none"> Additional qualifying projects: Single-story additions up to 500 sf; simple remodeling up to 750 sf; accessory structures up to 500 sf; foundation repairs; patios and screen rooms; pools with master structural file; pool and septic tank abatements; siding/stucco replacement; fire/auto repairs; termit/dry rot repairs/ code-compliant work. 							
b. Regular Plan Check Process	2014	2015				2016			
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
c. Streamline Routine Permits*	2014	2015				2016			
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
		Identification of permits that could be expedited include 1. Emergency Generators, 2. Retaining Walls (height), 3. Stealth Cellular Antennas. Analysis and identification will continue with the anticipated conclusion in Spring 2016.							
d. Hearing Date Schedule	2014	2015				2016			
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
		In process of identifying applications that can be next-step scheduled for public hearing after initial review. Developing process to resubmit materials and approximate hearing date schedule with initial correspondence. New hearing date schedule anticipated to start July 2015.							
e. Streamlining Tree Permits	2014	2015				2016			
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
		Evaluating amendments to Muni Code to streamline process. Initial stages of assessing categories of tree removals to streamline. Ord Amendment anticipated early 2016.							
f. Reducing the Cost of Home Repair	2014	2015				2016			
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
g. Set Stormwater Standards at Planning Stage	2014	2015				2016			
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
h. Improve Intake Process	2014	2015				2016			
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.

i. Align Service Partners Delivery Schedules	2014	2015				2016			
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
j. Host Development Industry Technical Workshops	2014	2015				2016			
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
		Two workshops have been planned and advertised. An April 24 th workshop will focus on Stormwater Quality/Quantity review. A second outreach forum on May 20 th related to Building Safety Week is dedicated to small business and homeowner customers and will be staffed by the Development Services Partners, Transportation and ESD.							

II. Technology Investments									
a. New Imaging System	2014	2015				2016			
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
	<ul style="list-style-type: none"> •Procurement complete •Contract for implementing ECMS signed with Tribloom •Requirements Document finalized 1/20/15 •Work on Phase 1 underway •Anticipated project completion: 4th Qtr. 2016 	Phase I (the Infrastructure Set Up) has been completed by Tribloom. This includes installed storage space, software, connections, and backup systems. Also worked with PBCE IT staff to address transferring data from FileNet to Alfresco.							
b. Comprehensive New Permitting System	2014	2015				2016			
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
	IT actively investigating approaches	"Piggy-backing" onto other city's contract legally unsuccessful. Began Request for Proposal process to explore systems. Development Partners asked to identify business needs of the functionality requirement of the RFP (will continue through April with target of completing RFP by end of June 2015).							
c. Windows 7	2014	2015				2016			
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
	COMPLETE								
d. Website Integration with Permitting System	2014	2015				2016			
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
e. Online Permits Expansion	2014	2015				2016			
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
f. Electronic Plan Review and Submittal	2014	2015				2016			
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
		In-house group investigating equipment, resources and workstations. BlueBeam							

		software selected; in process of installing on review staff computers. Software tested on 1)Newbury Park Apartments, 2)GE Tool Development Machine Shop, 3) Axis Tenant Improvements and 4)Silvery Towers.							
g. Online Fee Estimator	2014	2015	2016						
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
h. Open Data	2014	2015	2016						
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.

III. Customer Service / Experience Improvements									
a. Customer Service Training	2014	2015	2016						
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
b. New Lobby Furniture	2014	2015	2016						
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
	•Delivery of 24 new chairs anticipated March 2015 •100 chairs scheduled for cleaning by March 2015								
c. Customer Service Policy	2014	2015	2016						
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
d. Handoff Policy	2014	2015	2016						
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
e. Web & Collateral Improvement Project*	2014	2015	2016						
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
		Revamping of webpages and collateral that support the Permit Center. 13 assessments conducted to understand roles, responsibilities and practices of web content. Budget Add for FTE Web & Graphics Coordinator and graphics intern. Visual mapping of website to allow proceeding with outline of workplan to reorganize website. 300 forms, brochures, handouts identified. Working with vendor to establish new templates.							
f. Remodel Space	2014	2015	2016						
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
	•\$250,000 allocated to design of project	Public Works held meetings with Development Partners to identify projects and issues. Scope of work for the consultant was finalized for the consultant's agreement. Agreement							

		executed. Work with consultant scheduled to begin in April 2015.							
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IV. Employee Investments									
a. Classification and Compensation Studies	2014	2015			2016				
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
	•Planner Series redesigned and implemented. Pay Plan amended to create new Planner IV classification and change salary range for Planner I/II.	CPS HR Consulting completed classification/compensation study for Building Inspector series. Meetings held with HR, PBCE Sr. staff and ABMEI reps to review findings and work together to redesign series. Anticipate issue will be raised at Rules in April.							

V. Process Improvement and Cost of Service Study									
a. Planning Division	2014	2015			2016				
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
	DONE JOINTLY WITH FIRE •RFP completed •Anticipate consults will be under contract by March 2015 •Planning and Fire to be evaluated in Phase 1-Anticipated completion end of 2015/beginning of 2016	RFP evaluation and consultant selection process concluded in February 2015. Memo recommending award of contract to Management Partners going to Council on May 19, 2015. Anticipated once consultant begins evaluation, Planning and Fire will be completed in 9 to 12 months.							
b. Bureau of Fire Prevention	2014	2015			2016				
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
	DONE JOINTLY WITH PLANNING •2/23/15-RFP completed •Anticipate consults will be under contract by March 2015 •Planning and Fire to be evaluated in Phase 1-Anticipated completion end of 2015/beginning of 2016	See above information in V.a.							
c. Public Works	2014	2015			2016				
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
d. Building Division	2014	2015			2016				
	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.

*Denotes categories added or renamed after issuance of initial Workplan